Customer Service Report for DCOB
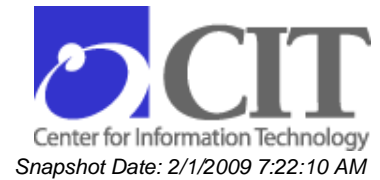
For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

	CREATED				ASSIGNED/PENDING/CHECKED OUT			CLOSED			AVG MIN
	DCS	DCOB	Web	Other	DCS	DCOB	Other	DCS	DCOB	Other	To Close
ASR											
Colocation-OFF	0	0	0	3	0	3	0	0	0	0	0
Colocation-ON	0	0	0	2	0	0	0	0	2	0	0
Other	0	0	0	7	0	4	0	0	3	0	0
Connectivity											
General Info	1	0	0	0	0	1	0	0	0	0	0
Local LAN											
LocalLAN/Connectivity	0	1	0	0	0	1	0	0	0	0	0
NIH Data Center											
Aperture Vista	0	66	0	6	0	38	0	0	34	0	0
NIH Services											
Other	1	0	0	0	0	0	0	0	1	0	14
Security											
Sanitize	1	0	0	0	0	1	0	0	0	0	0
Grand Total:	**3**	**67**	**0**	**18**	**0**	**48**	**0**	**0**	**40**	**0**	**0**

Total Tickets Closed:	**40**
Total Tickets Assigned/Pending/Checked Out:	**48**
Total Tickets Created:	**88**